

Incumbent Telephone Complaints Received in 2007

Utility Type	Company Name	Service		Disconnect/ Notice		Billing		Miscellaneous		Total Complaints	Rate per 1000 Customers
		#	%	#	%	#	%	#	%		
COMMUNICATIONS	CHINA TELEPHONE COMPANY	0	0%	1	25%	3	75%	0	0%	4	0.0
	COBBOSSEECONTEE TELEPHONE COMPANY (TDS)	0	0%	0	0%	1	100%	0	0%	1	0.0
	COMMUNITY SERVICE TELEPHONE COMPANY	1	11%	1	11%	6	67%	1	11%	9	0.0
	HAMPDEN TELEPHONE COMPANY (TDS)	0	0%	0	0%	0	0%	0	0%	0	0.0
	HARTLAND & ST. ALBANS TELEPHONE COMPANY (TDS)	1	50%	1	50%	0	0%	0	0%	2	0.0
	ISLAND TELEPHONE CO. (TDS)	0	0%	0	0%	0	0%	0	0%	0	0.0
	LINCOLNVILLE TELEPHONE COMPANY	0	0%	0	0%	0	0%	0	0%	0	0.0
	MAINE TELEPHONE COMPANY	1	17%	1	17%	4	67%	0	0%	6	0.0
	MID MAINE TELECOM	3	75%	1	25%	0	0%	0	0%	4	5.8
	NORTHLAND TELEPHONE COMPANY OF MAINE	2	11%	3	17%	13	72%	0	0%	18	0.0
	OXFORD TELEPHONE COMPANY	0	0%	0	0%	1	100%	0	0%	1	0.2
	OXFORD WEST TELEPHONE COMPANY	0	0%	0	0%	1	100%	0	0%	1	0.2
	PINE TREE TEL AND TEL COMPANY	0	0%	1	100%	0	0%	0	0%	1	0.1
	SACO RIVER TEL AND TEL COMPANY	0	0%	1	50%	1	50%	0	0%	2	0.2
	SIDNEY TELEPHONE COMPANY	0	0%	0	0%	0	0%	0	0%	0	0.0
	SOMERSET TELEPHONE COMPANY (TDS)	1	33%	1	33%	1	33%	0	0%	3	0.0
	STANDISH TELEPHONE COMPANY	1	8%	3	25%	8	67%	0	0%	12	0.0
	TIDEWATER TELECOM, INC.	1	50%	1	50%	0	0%	0	0%	2	0.2
	UNION RIVER TELEPHONE COMPANY	0	0%	0	0%	0	0%	0	0%	0	0.0
	UNITEL, INC.	0	0%	0	0%	0	0%	0	0%	0	0.0
	VERIZON NEW ENGLAND INC. D/B/A VERIZON MAINE	63	36%	48	27%	59	34%	5	3%	175	0.5
	WARREN TELEPHONE COMPANY (TDS)	0	0%	0	0%	0	0%	0	0%	0	0.0
	WEST PENOBSCOT TELEPHONE COMPANY (TDS)	0	0%	0	0%	0	0%	0	0%	0	0.0
Totals		74	31%	63	26%	98	41%	6	2%	241	0.6